



Whalley Glass Co

214 Whalley Avenue, New Haven 06511

Ladies & gentlemen of the committee, thank you for having us here today and for your hard work thus far on H.B. 5072. My name is Eric Dill and have been an employee of Whalley Glass for 26 years.

I'm here to support H.B.5072 and to show how Safelite Auto Glass' current business practices and profile adversely affect independent glass shops in Connecticut.

Safelite's Business Profile

1. Safelite Auto Glass is the third party administrator for about 90% of the largest auto insurance writers in the country (Allstate, Geico, Progressive, Metropolitan, etc.) Glass replacement for these companies must be billed through Safelite Solutions.
2. Safelite Auto Glass is also a national glass installer.
3. They are also an auto glass manufacturer.
4. Safelite has acquired regional independent glass shop chains such as Diamond-Triumph Auto Glass and Giant Glass.

Safelite's Business Practices

1. Safelite continues to steer insureds through their third party administrator, Safelite Solutions.
 - a. Their inability to find independent network shops on their list when an insured requests a shop other than Safelite.